

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Aleksander Szlam
Serial No. : 09/885,717
Filed : June 20, 2001
For : DYNAMIC HELP OPTION OR INTERNET CUSTOMERS
Examiner : Kieu D. Vu
Attorney's Docket : CONCERTO-512XX
Group Art Unit : 2152

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By 
Daniel J. Bourque
Registration No. 35,457
Attorney for Applicant(s)

Revocation and Appointment of Attorney
and Change of Correspondence Address

Honorable Commissioner of Patents
Washington, D.C. 20231

Sir:

Concerto Software, Inc., being the Assignee of the entire right, title and interest in the above-indicated U.S. Patent Application, hereby revokes all previous powers and respectfully requests the appointment of the following attorneys with full powers:

Daniel J. Bourque, Registration No. 35,457
Paul J. Kroon, Jr., No. 51,902

09/29/2004 WED 13:10_s FAX BOURQUE ASSOCIATES PA

003/003

Sep-28-04 14:27 From:CONCERTO SOFTWARE

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T-694 P.003/003 F-671

at the address:

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Please direct all further correspondence to Daniel J. Bourque,
Esq. at the above address. Also, please change the attorney docket
number to CONCERTO-512XX.

Respectfully submitted,
Concerto Software, Inc.

By Paul R. Lucchese
Paul R. Lucchese
General Counsel

Date: 9/28/04

BOURQUE AND ASSOCIATES
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FAX: 603-624-1432

RE: Applicant: Aleksander Szlam

Title: Dynamic Help Option For Internet Customers

Atty Reference: CONCERTO-512XX

Serial No: 09/885,717

Number of pages including cover sheet: 3

Original of this document to be mailed as well: YES NO

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Dear Sir: Attached for filing, you will find Revocation and Appointment of Attorney and Change of Correspondence Address.

Your assistance is appreciated.

Bourque & Associates, P.A.